



Comcast Cable Communications, Inc.  
12647 Alcosta Blvd, Suite 200, P.O. Box 5147  
San Ramon, CA 94583  
Tel: 925.973.7000  
www.comcast.com

October 10, 2003

Mr. Shawn Hernandez  
Director of Information Technology  
City of Sunnyvale  
City Hall, 456 West Olive Avenue  
P.O. Box 3707  
Sunnyvale, CA. 94088-3707

Dear Mr. Shawn Hernandez:

When Comcast became the Bay Area's new cable company a year ago we promised that we would work hard to upgrade cable service, offer useful new products and deliver improved customer service.

We're keeping those promises by investing almost \$600 million in network upgrades across the State, improving service by building new call centers in California and bringing cable customer service back from outside vendors in other states. The upgraded cable network features improved signal quality, enhanced reliability and increased capacity to carry advanced services.

Comcast has continued to enhance programming by offering more new channels, as well as introducing new products like High Definition Television. In addition, we are working hard to offer more new products like video-on-demand and digital video recorders so that our customers have more choice and more control over their television viewing. We are also working to enhance the value of Comcast High Speed Internet Service through faster download speeds, an exciting new portal and offering wireless home networking. All of these efforts are geared toward bringing our customers the best value in entertainment products and services.

To reflect the current value of the products and services we now deliver, we will be adjusting the prices for our analog and digital service levels. The adjustment to Basic service is within the Maximum Permitted Rate (MPR) calculated in the FCC Form 1240 sent to you in March 2003. Prices for equipment and installation are not being adjusted at this time. These price adjustments will be effective for billing periods on or after November 15, 2003.

Customers will be notified of these adjustments by legal notice and a bill insert. The specific adjustments and their respective service levels are set forth in the attached legal notice.

If you have any questions or comments, please contact your Government Affairs Area Director/Manager, Eddie Garcia, at (408) 918-3246.

Sincerely,

Leslie Ann Fong  
Director of Franchising  
Western Division  
On behalf of Eddie Garcia

Attachment: Price Adjustments Legal Notice

**Notice of Price Change**  
**Comcast**  
**Sunnyvale, The Meadows**

Effective for billing periods beginning on or after December 15, 2003, Comcast will make the following changes in the area(s) listed above with respect to its cable television pricing.

<b><u>TYPE OF SERVICE</u></b>	<b><u>CURRENT PRICE</u></b>	<b><u>NEW PRICE</u></b>
<b><u>Sunnyvale</u></b>		
Limited Basic	\$13.09	\$15.08
Expanded Basic Service	\$25.41	\$26.42
Standard Cable	\$38.50	\$41.50

<b><u>The Meadows</u></b>		
Limited Basic	\$12.56	\$14.55
Expanded Basic Service	\$25.41	\$26.95
Standard Cable	\$33.04	\$41.50

<b><u>DIGITAL VALUE PACKAGES</u></b>	<b><u>CURRENT PRICE</u></b>	<b><u>NEW PRICE</u></b>
<i>The Comcast packages below do not include Standard Cable:</i>		
<b>Digital Silver Package</b>	\$25.95	\$27.95
<b>Digital Gold Package</b>	\$36.95	\$39.95
<b>Digital Platinum Package</b>	\$47.95	\$50.95

<i>The following digital packages include Standard Cable:</i>		
<b>Digital Starter Package</b>	\$46.49	\$51.99
<b>Digital Bronze Package</b>	\$51.49	\$54.99
<b>Digital Standard Package</b>	\$56.49	\$61.99
<b>Digital Silver Package</b>	\$66.99	\$71.99
<b>Digital Gold Package</b>	\$76.99	\$81.99
<b>Digital Platinum Package</b>	\$85.99	\$91.99

<b><u>OPTIONAL PER-CHANNEL SERVICES</u></b>	<b><u>CURRENT PRICE</u></b>	<b><u>NEW PRICE</u></b>
HBO	\$14.99	\$18.99
Showtime	\$14.99	\$16.99
Cinemax	\$14.99	\$16.99
The Movie Channel	\$14.99	\$16.99
STARZ!	\$14.99	\$16.99
Encore	\$ 6.99	\$ 9.99
Filipino Channel	\$11.99	\$12.99
Zee TV (South Asian)	\$14.99	\$15.99
TV Asia (South Asian)	\$14.99	\$15.99
Zhong Tian (Chinese-Mandarin)	\$11.99	\$12.99
TV Japan (Japanese)	\$24.99	\$25.99

**Important Information:** For customers receiving service through commercial accounts or bulk arrangements, some of the product, pricing, and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement covering these arrangements. Where such terms are inconsistent with the information in this notice, the terms and conditions of the separate agreement will apply. Prices for products or services not listed above are not changing on December 15, 2003. All prices are exclusive of franchise fees, regulatory fees and taxes. Pricing, programming, channel location and packaging may change. After notice of a retiering of our services or rate increase, you may change your level of service at no additional charge for a period of 30 days. Otherwise, changes in the services you receive which are requested or caused by you will be subject to upgrade and downgrade charges. If you have questions, please contact us at 1-888-824-8066.